

Veron Chen (LKKAUTO)

From: Simon Ho (LKKAUTO)
Sent: Friday, 25 September 2020 4:15 PM
To: Veron Chen (LKKAUTO)
Subject: Re: Our Ref : 7018957341SG-003 | Request to Conduct Paper Survey of SJM3829U DOA 03/05/2020

Dear Veron,

Audit check done for SJM3829U without problem.

Best Regards,

Simon Ho

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: simonho@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Save the Earth. Print only when necessary.

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Friday, 25 September 2020 3:51 PM
To: Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>
Subject: FW: Our Ref : 7018957341SG-003 | Request to Conduct Paper Survey of SJM3829U DOA 03/05/2020

Dear Simon,

File for audit check.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Sent: Friday, 18 September 2020 2:14 PM
To: Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: Our Ref : 7018957341SG-003 | Request to Conduct Paper Survey of SJM3829U DOA 03/05/2020

Dear Guo Qiang / Veron,
Please do paper survey and take note on the below email from AIG.

Document uploaded in Views.

Thank you.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Sent: Friday, 18 September 2020 2:04 PM

To: Lee, Ming-Yao <MingYao.Lee@aig.com>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Our Ref : 7018957341SG-003 | Request to Conduct Paper Survey of SJM3829U DOA 03/05/2020

Dear Mr Lee,

Thank you for the assignment.

Content of the email noted.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lee, Ming-Yao <MingYao.Lee@aig.com>

Sent: Friday, 18 September 2020 12:56 PM

To: assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Our Ref : 7018957341SG-003 | Request to Conduct Paper Survey of SJM3829U DOA 03/05/2020

Also,

May refer to below comment from insured:

Dear MR Lee,

As mentioned to your colleague, I would like to feedback on suspect fraud.

SJM3829U is parked at the same parking building as my own vehicle. The bumper does not look like a new replacement and paint work not sure if it's at which area.

Below are the pictures sent to me by the car owner after the incident on the Actual damage. Pictures were provided by the owner after I had submitted my report.



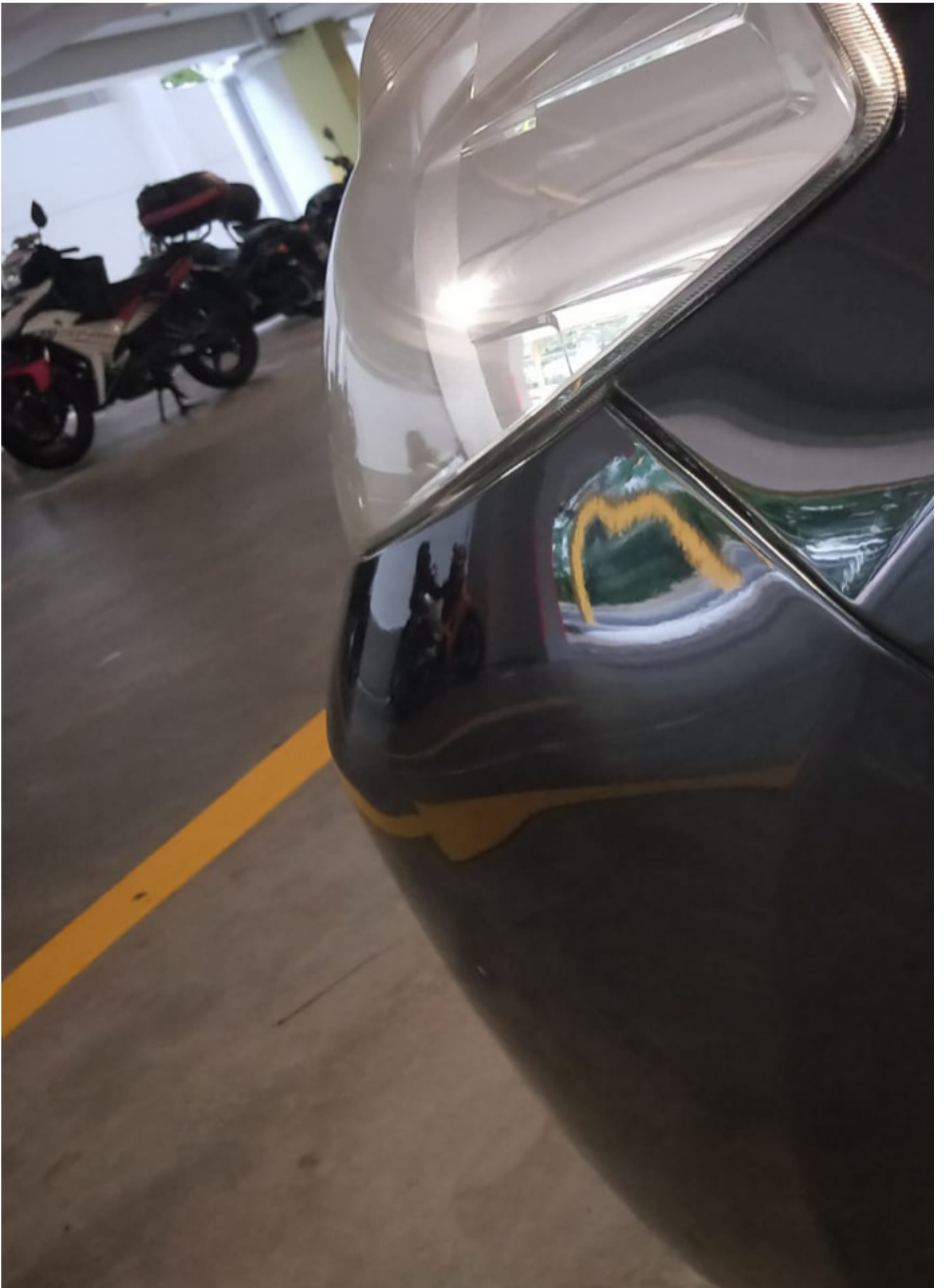




Below are the pictures of the current car, pictures taken last sat as my car just happen to park opposite his car when I was reading the letter. And this confuses me since I used to be a same model car owner and repair cost for such damages do not warrant over 6k. In addition, I often see this vehicle in the parking area, it's easy to request checks from the HDB parking entry records to Know if that car had been absent for 10days. Please update me on this.

Regardless of who is at fault, it is the responsibilities of the insurance co to verify. Payment should be made if it's true. But in this case, I am not sure and since I am not an expert in the claim process, I can only feedback if fraud is suspected.

Attached pictures for your reference. That car is park at car park Blk 8C Boon Keng Road (330008). Feel free to contact me and appreciate if you can feedback to me on the statues of review.









Lee Ming Yao, George

AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Lee, Ming-Yao

Sent: 18 September 2020 12:53

To: assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Our Ref : 7018957341SG-003 | Request to Conduct Paper Survey of SJM3829U DOA 03/05/2020

Hi Team,

Appreciate your kind assistance to conduct paper survey on above mentioned vehicle as previously PRS was conducted by Guo Qiang.

Appreciate if to revert soonest as we have received final reminder from TP solicitor.

Regards,

Lee Ming Yao, George

AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

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